

Telephone Counseling Suggestions

- Remember, you cannot see the mother or her baby
- Always be supportive and positive
- Speak clearly
- Always give your name at the start of the call
- Ask if you called at a good time
- Ask the age of her baby
- Put the mother's needs before your own
- Get as many details as possible
- Suggest changes, don't give orders
- Never say "You should..."
- When in doubt, have the mother come to the WIC clinic or see a health care provider
- If the mother calls you at a bad time, politely ask for her name, phone number and let her know when you will call her back. Remember to call her back!
- Have a box of toys for your toddler or older child to play with while you are on the phone
- Take notes while talking to mothers
- Before ending the call, have her repeat suggestions you made
- Call the mother in a few days to see how things are going
- Refer mothers to needed resources